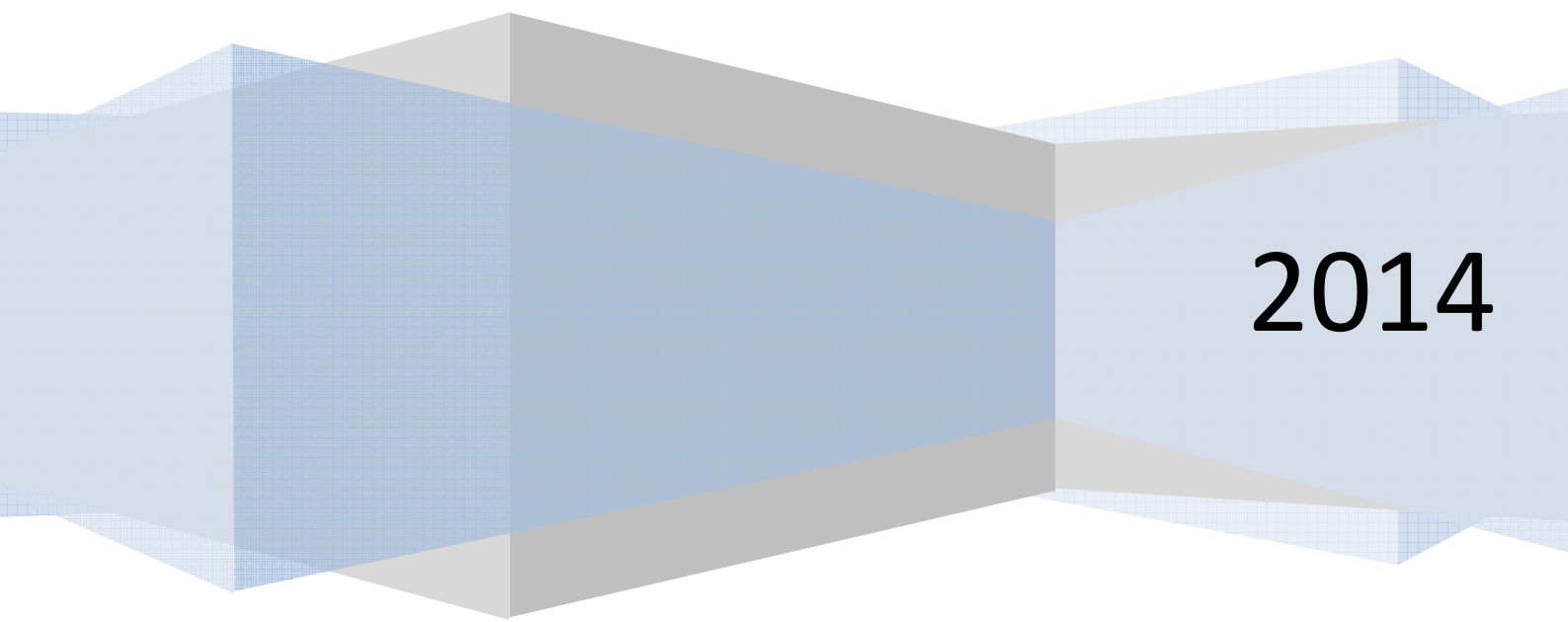


Department of Disaster Management

Hospital Disaster Preparedness & Response Training

West Bengal



2014

**NOTICE INVITING
EXPRESSION OF INTEREST (EOI)**

FOR

**SELECTION OF COMPANY FOR IMPLEMENTATION OF HOSPITAL DISASTER
PREPAREDNESS & RESPONSE TRAINING IN M. R. BANGUR HOSPITAL, NORTH
BENGAL MEDICAL COLLEGE & HOSPITAL AND KURSEONG SUB-DIVISIONAL
HOSPITAL IN WEST BENGAL FOCUSED ON HOSPITAL STAFF**

NO 1631- RL / 7M – 23 /14

DATE : 16.10.2014

**Government of West Bengal
Department of Disaster Management
NABANNA
2nd Floor, Room No. 203
325, Sarat Chatterjee Street, Mandirtala, Shibpur, Howrah -711102,**

Hospital Disaster Preparedness & Response Training | 2014

Invitation of "Expression of Interest (EOI)" from Company for undertaking "Hospital Disaster Preparedness & Response Training in M. R. Bangur Hospital, Kolkata; North Bengal Medical College & Hospital, Jalpaiguri and Kurseong Sub-division Hospital, Darjeeling in West Bengal focused on Hospital Staff".

Joint Secretary, Department of Disaster Management (DMD) invites sealed EOIs from Companies for undertaking Hospital Disaster Preparedness & Response Training in M. R. Bangur Hospital, North Bengal Medical College & Hospital and Kurseong Sub-division Hospital in West Bengal.

EOI shall be available from the office of Department of Disaster Management, West Bengal Secretariat, Nabanna, 2nd Floor, Room No. 203, 325- Sarat Chatterjee Street, Howrah – 711102. Complete EOI documents are also available on West Bengal Disaster Management Department's website. The address of the website is www.wbdmd.gov.in.

Interested Companies are requested to submit the details to the undersigned on or before 03:00 PM on 12.11.2014 by post (Registered / Speed) or hand to Joint Secretary, Department of Disaster Management, Nabanna, 2nd Floor, Room No. 203, 325-Sarat Chatterjee Street, Howrah -711102. All the applications received by due date will be opened at 04:00 PM on 12.11.2014 in front of bidders or their representatives. Based on the eligibility criteria as mentioned in EoI, firms will be short listed.

For any further clarifications, please contact Joint Secretary, Department of Disaster Management, West Bengal Secretariat on Phone Number: 033-22143526 during official working hours only.

Joint Secretary
Department of Disaster Management
West Bengal Secretariat

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1. BACKGROUND:

A better healthcare preparedness translates directly into lower mortality & morbidity impact. Aside from the conventional roles the hospitals play in treating the sick & the injured, in case of large scale disasters, even the entire community seeks shelter, support in the hospitals as has been seen across the state from a landslide affected hospital in Darjeeling to cyclone hit hospitals in South 24 Parganas.

West Bengal is highly vulnerable to natural hazards. All the natural hazards like flood, cyclone, drought, hailstorm, erosion and landslide occur in the state. Man-made disaster like fire, breakdown of power and water supply etc also can occur.

Presently, the hospitals in disaster response function as islands, dependent on individual skill & knowledge, not integrated in the system & hence function sub optimally.

Training will be conducted for OR provided to all staff of the respective hospitals to understand the Disaster Preparedness. Since, this is a field based programme involving lot of activities and exercises, therefore, if need arises, the trainer may like to extend the duration of the module with the express directions of the Department of Disaster Management.

2. OBJECTIVE OF THE PROGRAMME:

The objectives of the programme are as follows:

1. To create models of hospital disaster readiness in three hospitals of the state.
2. To replicate this model in other hospitals of the state.
3. To create a pool of trained master trainers in the Government System who will take this knowledge forward to other similar hospitals
4. Develop State & National liaisons in the process to facilitate cutting edge experience, best practices and knowledge transfer

The training programme will be implemented in M. R. Bangur Hospital, North Bengal Medical College & Hospital and Kurseong Sub-division Hospital in West Bengal.

3. BRIEF ABOUT M. R. BANGUR HOSPITAL:

M. R. Bangur Hospital, an ISO 9001:2008 certified Government Hospital, is the district hospital of South 24 Parganas. It serves the massive population of the district as well as the adjoining metropolitan area of Kolkata. The various clinics in the OPD serves around 1,200 –

1,500 patients per day and around 150 patients are admitted daily to be dispensed medical attention of various nature. The hospital is currently equipped to serve patients in 650 beds with new facilities being added each day.

The basic information of the hospital is as follows:

Number of Beds: 655

Approximate number of Staff including Doctors, Nurses, Technicians etc: 920

4. BRIEF ABOUT NORTH BENGAL MEDICAL COLLEGE & HOSPITAL

North Bengal Medical College is located in Sushrutanagar, to the west of Siliguri, connected to the town by the 3rd Mahananda Bridge. Sushrutanagar, otherwise referred to as 'medical' by the local people, is more or less 5 km from the Siliguri town. The nearest Railway Station New Jalpaiguri Jn is about 11 km away and the nearest Airport is Bagdogra Airport which is about 8 km from the Campus.

The basic information of the hospital is as follows:

Number of Beds: 750

Approximate number of Staff including Doctors, Nurses, Technicians etc: 300

5. BRIEF ABOUT KURSEONG SUB-DIVISIONAL HOSPITAL

The Kurseong sub-divisional hospital started with a small dispensary in the mid 1880s. It is situated in Kurseong Town of Darjeeling district. It serves the population of the sub-division as well as the adjoining block of the district.

The basic information of the hospital is as follows:

Number of Beds: 300

Approximate number of Staff including Doctors, Nurses, Technicians etc: 140

6. SCOPE OF WORK:

The Scope of Work for hospital preparedness is as follows:

1. Perform a structural & non structural hazard vulnerability analysis of the hospital to understand the present state of preparedness, perform a capacity, capability analysis & set up the capacity & capability objectives. Visit the premises along with the senior hospital administrators, resource persons well versed in fire safety, CBRNE safety & the PWD engineers for technical assessment.

2. Hand hold & facilitate the structuring of the Hospital Incident Command System Structure (HICS) & the HDM planning committee (HDMPC).
3. Conduct Trainings to develop the required skill & knowledge across job positions in the hospital.
4. Hand hold & facilitate the development of job roles & responsibilities structure, SOPs, plans, job action area specific plans, job action sheets, logistic action plans.
5. Conduct department specific table tops & drills for the areas as delineated below:
 - Command Centre Staff [HICS]
 - Emergency Room & Triage Area
 - Intensive Care Unit
 - Medical Operations
 - Non Medical Operations
 - Media Handling
 - Managing volunteers & mobs
6. Conduct & facilitate an inter agency coordination workshop to integrate the HICS into the community & district IRS
7. Conduct an all Section table top exercise
8. Conduct a full scale drill with 3rd party external expert auditors
9. Development of after action report
10. Setting up training & audit continuity structure
11. Development of Training Content
12. Identification of Hospital Staff & formation of Core Group for training
13. Roll out of the Disaster Preparedness Programme including preparation of the hospital specific Hospital Disaster Management Plan
14. Document the whole process by means of documents, still photography and videography
15. Impact Assessment by third party

West Bengal Disaster Management Department, Government of West Bengal invites EOI from Companies for the above services.

7. SELECTION CRITERIA

7.1. ESSENTIAL QUALIFICATION

1. Any company with previous experience of training programme can submit EOI bid.
2. The minimum turnover of Rs. 15 Cr. cumulative for last three financial years.

3. Have in house Resource Persons who are faculties with National Disaster Management Authority in Hospital Disaster Management
4. Have in house Resource Persons who have experience in participating in at least one Disaster Management Exercise in any state of the country as resource person
5. Have in house Resource Person who has participated in the training of state level officers in Hospital Disaster Management at any state level institute in West Bengal
6. Must have experience of developing at least one Hospital Disaster Management Plan of an existing hospital in West Bengal
7. Minimum 2 years of experience in running minimum 50 bedded hospitals in West Bengal will be desirable.
8. Experience of imparting training with any Department under Government of West Bengal

8. TENDER OPENING AND EVALUATION

8.1. TENDER OPENING

The Technical Bids will be opened on the date and time as mentioned in the EOI schedule in the presence of those Bidders, who choose to be present.

8.2. TENDER VALIDITY

The offer submitted by the Bidders should be valid for a minimum period of 6 months from the last date of submission of Tender.

8.3. TENDER EVALUATION

A duly constituted Tender Evaluation Committee (TEC) will evaluate the Commercial Bids. The proposals will be evaluated on Quality & Cost Based Selection (QCBS) basis. The Proposals will be ranked according to their combined technical (St) and commercial (Sf) scores using the weights (T = the weight given to the Technical Proposal (70%); P = the weight given to the Financial Proposal = 30%; T + P = 100%) using the formula –

$$S = St \times T\% + Sf \times P\%$$

This evaluation procedure reflects the high importance attached to quality and competence. Please note that the Disaster Management Department, GoWB is not bound in any manner to select any of the bidders submitting proposals or to select the firm offering the lower price.

The bidder achieving the highest combined technical and commercial score (S) will get the highest rank, followed by others. The bidder obtaining the highest number of points will be

invited for contract negotiations, with a view to clarify any outstanding points, to finalize technical and financial arrangements and, in case of successful negotiations, to sign a Contract Agreement. Bidders Submitting Proposals should clearly understand that any or all parts of their proposals are liable to be part of the negotiation procedure.

The technical proposal will be evaluated out of 100. The bidder will have to score at least 60 marks combined technical evaluation ($St \geq 60$ marks) to be declared as technically qualified.

8.4. TECHNICAL BID EVALUATION

The Bidder who satisfies the documentary evidence as per the Eligibility Criteria is considered as technically qualified. Minimum Qualifying Mark in technical evaluation, to get selected for Opening of Commercial Bid is 60 Marks in the Technical Proposal. The technical scores of the bidder against each criteria would be totaled up, and thereafter the technical scores of all the bidders would be listed in decreasing order. Any proposal achieving a Total Technical Score (St) less than 60 Marks will be treated as “Not Technically Qualifying the Requirements” and will not be considered further. Only the technically qualified bidders will be informed for opening of the commercial proposal.

8.5. PRICE BID EVALUATION

The technically qualified Bidder alone will be informed of the date of opening of the Price Bid. The commercial proposals will be opened only for the bidders with score of 60 marks. The lowest evaluated Commercial Bid (Fm) will be given the maximum commercial score (Sf) of 100 points. The commercial scores (Sf) of the other Commercial Proposals will be computed as per the formula – $Sf = 100 \times (Fm / F)$, in which Sf is the commercial score, Fm is the lowest commercial quote and F is the commercial quote under consideration.

9. PROJECT DELIVERABLES

The deliverables of the project are given below:

- Development of Training Content on Hospital Disaster Management
- Preparation of Training material for the participants
- Master Trainers' Training
- Identification of number of staff in each hospital
- Implementation of Training Programme for all hospital staff

- Identification of core group of 40 members who will be getting the detailed training on Hospital Disaster Management
- Perform a structural & non structural hazard vulnerability analysis of the hospital to understand the present state of preparedness
- Hand hold & facilitate the structuring of the Hospital Incident Command System Structure (HICS) & the HDM planning committee (HDMPC)
- Hand hold & facilitate the development of job roles & responsibilities structure, SOPs, plans, job action area specific plans, job action sheets, logistic action plans
- Conduct department specific table top exercises & drills
- Conduct a full scale drill with 3rd party external expert auditors in hospitals
- Concurrent Programme monitoring and impact assessment
- Setting up training & audit continuity structure
- Documentation, Photography and Videography of the whole project from beginning to end
- Development of after action report

10. LETTER OF ACCEPTANCE (LOA)

After successful completion of the negotiations, a Letter of Acceptance of the EOI will be issued to the successful Bidder by WBDMD. The successful bidder should start the work within 7 days from the date of release of LOA.

11. SECURITY DEPOSIT

- a. The successful bidder will be required to remit a Security Deposit (SD) equivalent to two percent of the value of the work order, inclusive of Earnest Money Deposit by way of TR – 7 form in the Reserve Bank of India under the Head of Account “**8443 – Civil deposits – 00 – 103 – Security Deposits – 001 – Earnest / Security Money – 07 – Deposits**” in the name of **Joint Secretary, Disaster Management Department, Government of West Bengal**. This will be valid for a period equivalent to the Contract period from the date of acceptance of EOI, within one week from the date of receipt of communication intimating them of the acceptance of the EOI. The Security Deposit furnished by the Successful Bidder in respect of the tender will be returned to him after the satisfactory completion of the project and after impact assessment study.
- b. Security deposit paid by the successful bidder will not bear any interest.

12. AGREEMENT

- a. The successful Bidder should execute an agreement in non-judicial stamp paper, having a face value of Rs. 100/- within 7 days from the date of notification of acceptance by the department for the due fulfillment of the contract.
- b. Successful Bidder will be required to execute an agreement in the form, which can be seen at the Joint Secretary, Department of Disaster Management, West Bengal Secretariat, Nabanna, HRBC Building 2nd Floor, Room No. 203, Howrah -711102.
- c. The stamp duty on the Agreement shall be borne by the successful Bidder.

13. LEGAL CLAUSE

In case of any dispute, the matter will be referred to an Arbitrator under “Arbitration and Conciliation Act 1996”. The arbitration shall be held in Kolkata only and the Courts at Kolkata only shall have jurisdiction in relation thereto.

14. PAYMENT TERMS

The assistance may be released in installments, as under, after submission of running account bills along with progress report from the Super of the concerned Hospital:

- | | |
|---|-----|
| i. After conducting atleast 30 % of training programmes: | 20% |
| ii. After conducting at least 50% of training programmes : | 40% |
| iii. After conducting at least 75 % of training programmes: | 20% |
| iv. After impact assessment study : | 20% |

Service Tax, TDS etc. will be applicable as per existing Govt. rules.

15. RIGHT OF ACCEPTANCE

The West Bengal Disaster Management Department reserve all rights to reject any tender including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind it to accept the lowest or any specific tender. The decision of West Bengal Disaster Management Department in this regard is final and binding.

Any failure on the part of the contractor to observe the prescribed procedure and any attempt to canvass for the work will prejudice the contractor's 'quotation.

16. Details of Submission of EOI

Interested organization may submit their profile along with the details as given below:

1. Name of the Company

- a) Type of organization and year of establishment.
 - b) Registration/ Affiliation.
 - c) Experience Certificate of working experience in running Hospital in West Bengal in a minimum 50 bedded hospital.
2. Copy of at least one Hospital Disaster Management Plan.
 3. Experience Certificate of conducting non-structural safety assessment
 4. Degree / Diploma / Certificate of course completed on Disaster Risk Management
 5. Experience Certificate of working with a Government Department / Agency in the field of Hospital safety
 6. Illustrative Profile / CV of the company
 7. Companies will be shortlisted for next stage of evaluation to engage for carrying out the scope of work for WBDMD in accordance with the procedures set out by Department of Disaster Management, Government of West Bengal based on the EOIs received and evaluated.

EOI must be delivered on or before 03:00 PM on 12.11.2014 at the following address:

Government Of West Bengal
Disaster Management Department
Nabanna,
2nd Floor, Room No. 203
325, Sarat Chatterjee Street, Howrah -711102

The EOI may also be downloaded from www.wbdmd.gov.in.

EOI's received after the last date of submission shall not be considered. Department of Disaster Management, Government of West Bengal shall not be responsible for any delay in submission including delay due to postal or any other reason whatsoever.

Joint Secretary
Department of Disaster Management

17. ANNEXURE - I

BID Letter (Technical Bid)

To
Joint Secretary
Department of Disaster Management
West Bengal Secretariat
Nabanna, HRBC Building, 2nd Floor,
Howrah -711102

Date: _____

Subject: Submission of Technical proposal.

Dear Sir,

We, the undersigned Vendor, having read and examined in detail the specifications and all the bidding documents do propose to provide the Services as specified in the above EOI document no. _____.

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 days from the closing date fixed for the submission of bids as stipulated in the EOI document.

We are an Indian Firm and do hereby confirm that our Bid prices include all taxes, levies, octroi etc. The prices quoted are inclusive of all charges inclusive of transportation of documents to and from designated places, traveling; manpower etc. for providing the desired services. No revision of rate will be allowed afterwards for any reason.

We have carefully read and understood the terms and conditions of the contract applicable to the tender and we do hereby undertake Services as per these terms and conditions.

We declare that our prices are as per the technical specifications and bid documents. These prices are indicated in the Financial Bid.

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We do hereby undertake that, in the event of acceptance of our bid, the Services shall be completed as stipulated in the tender document.

We hereby declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

We confirm that we have not been blacklisted by any department / society / body / organization of central / state government.

We hereby declare that all the information and statements made in this bid are true and we accept that any misrepresentation/wrong information contained in it or /suppression of material or relevant facts/figures may lead to our disqualification.

We understand that you are not bound to shortlist / accept any bid you receive.

We enclose herewith the complete Technical Bid as required by you. This includes:

- Technical Bid (Annexure - II)
- Financial Bid (Annexure – III)
- Attached Photocopies of relevant documents and Letter of Awards to establish credential.

We do hereby undertake that until a contract is prepared and executed, this bid together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract/Work Order shall constitute a binding contract between us.

Thanking you,

Yours truly,

Signature of Vendor:

Name of Vendor:

Full Address:

Details of enclosures

Telephone No.:

Postal Address:

Company Seal:

18. Annexure - II

TECHNICAL BID - BIDDER PROFILE

Sl No	Description	Response
1.	Name of the Company	
2.	Registered Office address Telephone Number Fax Number email	
3.	Correspondence / contact address	
4.	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number email	
5.	Is the firm a registered company? If yes, submit Documentary proof. Year and Place of the establishment of the Company	
6.	Former name of the company, if any.	
7.	Is the firm Government / Public Sector Undertaking, Pvt. Limited company, Limited company or limited corporation Member of a group of companies (if yes, give name and address, and description of other companies) Subsidiary of a large corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
8.	Is the firm registered for service tax with Central Excise Department (Service Tax Cell)? If yes, Submit valid service tax registration certificate.	

Sl No	Description	Response
9.	PAN No.	
10.	Total number of employees	
11.	How many years has your organization been in business under your present name? What were your fields when you established your organization?	
12.	What type describes your firm? (Documentary proof to be submitted).	
13.	Number of Offices / Project Locations	
14.	Do you have a local representation office in Kolkata? If so, please give the address and the details of the office and no. of years of operation of the local office	
15.	Annual Turnover of the firm for three years (enclose report of Chartered Accountant)	
16.	List the major clients with whom your organization has been/ is currently associated (enclose Documentary proof like work orders)	
17.	Work Experience details of similar type of projects	
18.	Relevant CVs	

Yours truly,

Signature of the Authorized representative
Seal

19. Annexure – III

BID LETTER-COMMERCIAL

Date: dd/mm/yyyy

To
The Joint Secretary,
Department of Disaster Management
West Bengal Secretariat
Nabanna, HRBC Building, 2nd Floor,
Howrah -711102

Reference:

Sir,

We hereby declare that we are equipped with adequate service facilities within West Bengal for delivering the offered services. We hereby undertake that, in the event of acceptance of our bid, services shall be made at the prices and rates mentioned in the attached commercial bid. In the event of acceptance of our bid, we do hereby undertake to take-up the works specified in the bid document.

We affirm that the prices quoted are inclusive of all taxes, expenditures, and transportation. We enclose herewith the complete Commercial Bid as required by you.

We agree to abide by our offer for a period of 90 days from the last date of submission of commercial bid prescribed by Department of Disaster Management, West Bengal and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender. We do hereby undertake to provision as per the same terms and conditions.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

Thanking you,

Yours truly,

Signature of Bidder (with official seal) Date

Name Designation Address Telephone Fax/mail Address

20. Annexure – IV

BID LETTER-COMMERCIAL QUOTE

Date: dd/mm/yyyy

To
The Joint Secretary,
Department of Disaster Management
West Bengal Secretariat
Nabanna, HRBC Building, 2nd Floor,
Howrah -711102

Sub : Commercial Quote for undertaking Hospital Disaster Preparedness & Response Training.

Dear Sir,

I on behalf of _____ organization do hereby submit the commercial bid for the work for undertaking Hospital Disaster Preparedness & Response Training.

Work Description	Rate in Words	Rates in Figure
Commercial Quote for undertaking Hospital Disaster Preparedness & Response Training		

We have understood the terms and conditions and roles, responsibilities and time frame for the work.

All prices quoted above are inclusive of all taxes.

Thanking you,

Yours truly,

Signature of the Authorized Representative

Seal